

Role Title	Program Manager – QMusic (fulltime)
Background	<p>QMusic’s mission is to promote the economic, cultural and artistic value of contemporary popular music in Queensland. QMusic aims to service the full gamut of artists and industry practitioners across Queensland, so that all Queenslanders can reap the diverse benefits of a vibrant and sustainable contemporary music sector.</p> <p>2017-2020 will be a period of evolution for QMusic, having recently secured major funding from Arts Queensland and the Australia Council for the Arts. Over the next 4 years, QMusic will implement innovative new approaches to expanding and consolidating its influence over the development of contemporary popular music in Queensland, particularly in terms of how the organization engages effectively with the stakeholders it serves.</p> <p>One key element of this evolution will be the delivery of a state-wide industry and artist development program, focused primarily in the population centres – Brisbane, Gold Coast, Sunshine Coast, and Cairns.</p>
role purpose	This position is responsible for the coordination of Q Music’s artist and industry development activities, and for assisting with the delivery of QMusic’s signature events.
reports to	Chief Executive Officer
direct reports	N/A
indirect reports	Contractors and Volunteers, Project Officer
external relationships	Artists, industry professionals, government, non-profit and corporate partners
remuneration	\$72,450 plus superannuation

Key Results Areas

KRA	Key Tasks
1. Customer Focus	<p>Follows through on customer commitments, requests or complaints</p> <p>Provides a friendly, helpful and responsive service to the customer</p>
2. Stakeholder Management	<p>Maintain effective relationships on behalf of QMusic with relevant industry stakeholders</p> <p>Gather community and industry feedback and presents to QMusic</p> <p>Acts as a client advocate and takes ownership for resolving client issues</p>

KRA	Key Tasks
3. Artist/Industry Services	Contribute to the design of QMusic's services program Implement the delivery of QMusic's services program as directed Coordinate all logistics for program delivery. Identify and recommend program improvements
4. Event Management	As directed, assist in the event management or production of BIGSOUND, Little BIGSOUND and the Queensland Music Awards.
5. Working Together	Builds effective relationships with others to achieve common goals Shares all relevant or useful information freely Demonstrates respect for others' differing perspectives

Person Specification

Knowledge, Skills and Experience:

Qualifications:

- Tertiary degree in business, marketing or contemporary music is highly regarded
- Some exposure to higher-level music industry professional development activities also highly regarded i.e. JB Seed, RELEASE/CONTROL

Experience:

- Broad experience in music industry roles eg. booking, artist/label management, artist/performer
- Customer Service experience;
- Experience in administration, coordination or logistics;
- Experience in event management;
- Experience/networks in the Queensland and Australian music industry highly regarded.

Skills & Knowledge:

- Knowledge of the principles of training and workshop facilitation;
- Ability to measure learning outcomes, design surveys and track the development journey of participants
- Ability to plan workshops, conferences and public forums;
- Highly developed interpersonal, oral and written communication skills;
- Established networks in the music industry;
- Deep understanding of the challenges faced by our industry as it becomes increasingly influenced by technology
- Ability to work as part of a team and autonomously.

Key responsibilities

Collaborative

Work with the Chief Executive Officer and other QMusic staff to:

1. Design the QMusic artist and industry development program (Industry Connect), ensuring its effective integration across QMusic's other activities. The program will include regional workshops, networking events, showcases, conferences and other types of events or experiences to be created in conjunction with the QMusic team

2. Appropriate/design a methodology for tracking the impact of QMusic's artist and industry development program
3. Deliver QMusic's signature events in the following capacities:
 - a. BIGSOUND – *artist liaison*
 - b. Queensland Music Awards – *judging coordinator*
 - c. Little BIGSOUND – *event manager supervisor*
4. Explore business development opportunities for QMusic as they arise from the delivery of the artist and industry development program
5. Apply for and acquit grants and corporate sponsorships relevant to the program

Autonomous

1. Schedule the successful delivery of all QMusic workshops, networking and regional showcasing events, including contracting of industry professionals to participate
2. Attend all QMusic workshops (some of which will be outside business hours)
3. Manage budgets associated with the artist and industry development program
4. Report on the outcome of program events and propose improvements
5. Manage the administration of QMusic's grants program ie. Grant McLennan Fellowship and Billy Thorpe Scholarship.
6. Develop electronic learning resources to be available on the QMusic website